CITY OF NEWARK
Delaware

RFP NO. 17-01

PROFESSIONAL STAFF AUGMENTATION FOR INFORMATION TECHNOLOGY – DESKTOP SUPPORT
SERVICES

ADDENDUM NO. 3

March 17, 2017

Please note, the deadline to complete all requests for information is Tuesday, March 21, 2017.

Questions Received:

1. Are you looking for a single staff augmentation resource?

    *The City of Newark will accept sealed proposals for Information Technology Staff Augmentation,
    specifically focused on Desktop Support Services. Proposals will be received in the Purchasing Office,
    Newark Municipal Building, 220 South Main Street, Newark, Delaware until 2:00 p.m., Tuesday,
    March 28, 2017.*

2. Are you looking for a firm to do IT staffing augmentation around multiple positions?

    Just one desktop support technician.

3. Would this be what we call true "temping", which is kind of like Kelly services model, whereby the
    staffing vendor gets a call and we would have to put someone on site that day or the next day for an
    assignment lasting one or a few days…kind of as a fill in for someone who was not in for the day?

    No.

4. Is this a service call type of temping? As in we would receive a call for computer malfunctions, and it
    would be expected that we send out a technical to fix a problem. Then once that is done, then the
    tech completes the work and the assignment has ended?

    No

5. Is this contract/staffing augmentation, whereby we would receive a job order for a longer term
    assignment, say from 1-24 months for a position that is being filled with a contractor for the skills
    needed? These types of assignments usually involve interviewing each applicant either via phone or
    in person, a manager selecting them and directing them for the work to be completed. The
    assignment can end as a completed assignment, or the applicant is hired at the end as a perm by the
    client. The manager directs the day to day activity, it would be our job to locate, screen and hire

applicant chosen by the manager based on their criteria, upon hiring, we would payroll the contractor until the end of the assignment.

Yes

6. Managed services. This is another staffing situation whereby the client would hire a vendor like ourselves to complete an assigned task, be it a new roll out of computers, server upgrade, data center work, SAN or WAN set up, etc. In this scenario, we would be given the service to be provided, we would then hire our own staff and put them on site to perform the function for the length of time requested. We would manage the workers and be the "outsourced" team to handle the service or project.

No

7. Off-site services/monitoring. This is whereby we would monitor or become your off site "help desk" or other IT service provider for a fixed monthly figure. We would monitor and supervise everything, off site.

No

8. How many contingent employees do you anticipate using on average at any one time?

(1)

9. If you utilize a contingent workforce today, what are your current pay rates and mark-ups?

None

10. Who is your current vendor(s)?

None

11. What are your drug testing requirements, i.e. 5 or 10 panel tests? Who will absorb the cost?

10 panel / Vendor will absorb the cost

12. What are your background screening requirements? Who will absorb the cost?

National criminal check / Vendor will absorb the cost

13. Will you reimburse travel mileage?

Yes, the city will reimburse travel mileage.

14. Are there any guarantees that vendors must meet?

No

15. Do you have any M/WBE requirements or consideration?

    No

16. What is your payment method, i.e., check, ACH, credit card?

    Check

17. What are your payment terms?

    Weekly or monthly is fine.

18. What happens when this resource is on vacation, out sick, etc.? Is the vendor expected to have a resource in place to cover the time that our resource would be off or will the City cover that time?

    The City will backfill with existing staff while the person is off.

19. We note there are 4 different locations the resource will be expected to travel between. Will the resource be expected to provide their own transportation?

    Yes, they will need their own transportation.

20. When traveling to locations for work, will free parking or a free parking pass be provided to the resource?

    Yes, free parking is granted.

21. How many holidays does the state have?

    The City has 12 holidays.

22. In Addendum 1, the answer to question 9 states "10 Level 3 tickets/day that would be assigned to this technician". The RFP states the City is looking for a Tier 1/2 resource. What constitutes a Level 3 ticket? Are these 10 tickets the only ones that will be assigned to the resource?

    Responsibilities include imaging PCs, deploying PCs, installing software on PCs. Level 3 support is commonly referred to as Desktop or Deskside support. This is not a phone support position.